



Office of Human Capital Management

# **General Employment Inquiries**

## **Process Guide (3.2.1.2)**

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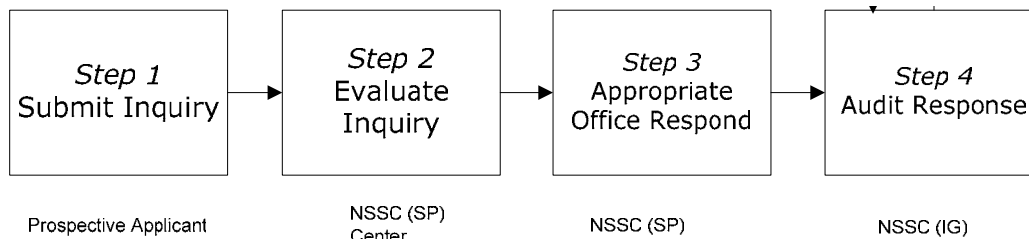
# General Employment Inquiries

## Introduction

NASA receives numerous general inquiries about employment. These inquiries might include requests for information on subjects such as where to apply for a NASA position, NASA's ability to hire non-citizens or volunteers, rights for veterans, or a host of other requests. The NASA Shared Services Center (NSSC) is responsible for directing prospective applicants to submit their inquiries to NSSC and for responding to these general inquiries about employment. Inquiries specific to vacancy announcements should be submitted directly to the point of contact on the vacancy announcement.

## Process

### Overview of General Employment Inquiry Process



Roles and Responsibilities	Action	Tips
Step 1 <b>Prospective Applicant</b> Submits Inquiry	Prospective applicants wishing to obtain employment information will submit his/her inquiry directly to NSSC (SP). Some prospective applicants will forward their inquiry directly to a NASA Center. If a Center receives a general inquiry, the Center will forward that inquiry to NSSC (SP) for response.  <b>Inquiry:</b> Resume or letter	NSSC should direct prospective applicants to submit inquiries directly to NSSC, via Customer Contact Center (CCC). Issues concerning Recruitment One Stop (ROS) and NASA STARS should be referred to the Resume Operations Center
Step 2	When evaluating the inquiry, NSSC will determine whether the inquiry is for general	Some general inquiries, that are Center unique or

Roles and Responsibilities	Action	Tips
<b>NSSC (SP)</b>  Evaluate Inquiry	employment, a specific vacancy announcement, or an education program. Inquiries about specific vacancy announcements will be forwarded to the NASA Resume Operations Center, and inquiries about Education programs will be forwarded to the Agency Office of Education.  <b>Output:</b> Evaluated Inquiry	highly visible, will also be forwarded to the Center for response. High visibility might be an inquiry that references a direct conversation with a Senior Manager, or a specific situation at a Center.
Step 2  <b>Center</b>  Evaluate Inquiry	If a prospective applicant submits a general inquiry directly to the Center, the Center will evaluate the inquiry to determine whether it should be referred to the NSSC for response. Inquiries about a specific Center vacancy or inquiries that are unique to the Center or highly visible will remain at the Center for response. Inquiries about Education programs will be forwarded to the Center Education Office for response. All other General employment inquiries will be forwarded to the NSSC for response.	The Center will only respond to inquiries that are unique to the Center (such as whether a Center plans to have a Summer Hire program or if the Center plans to recruit at a specific college), highly visible, or concerning a specific Center vacancy announcement.
Step 3  <b>NSSC (SP)</b>  Respond to Inquiry	NSSC (SP) will respond to general employment inquiries within 1 business day of receipt of the inquiry. Responses will be complete, address all issues raised by the prospective applicant, meet all NASA correspondence requirements, and have a positive tone that reflects NASA's sincere interest in providing the requested information.  <b>Output:</b> Inquiry Response	NSSC will use standard response templates where appropriate to ensure consistency.
Step 4  <b>NSSC (IG)</b>  Audit Responses	NSSC (IG) will randomly sample responses submitted by NSSC (SP) to determine appropriateness of response, accuracy, and responsiveness to the question posed.	

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## Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC (SP)	Response	Prospective Applicant	1 Day

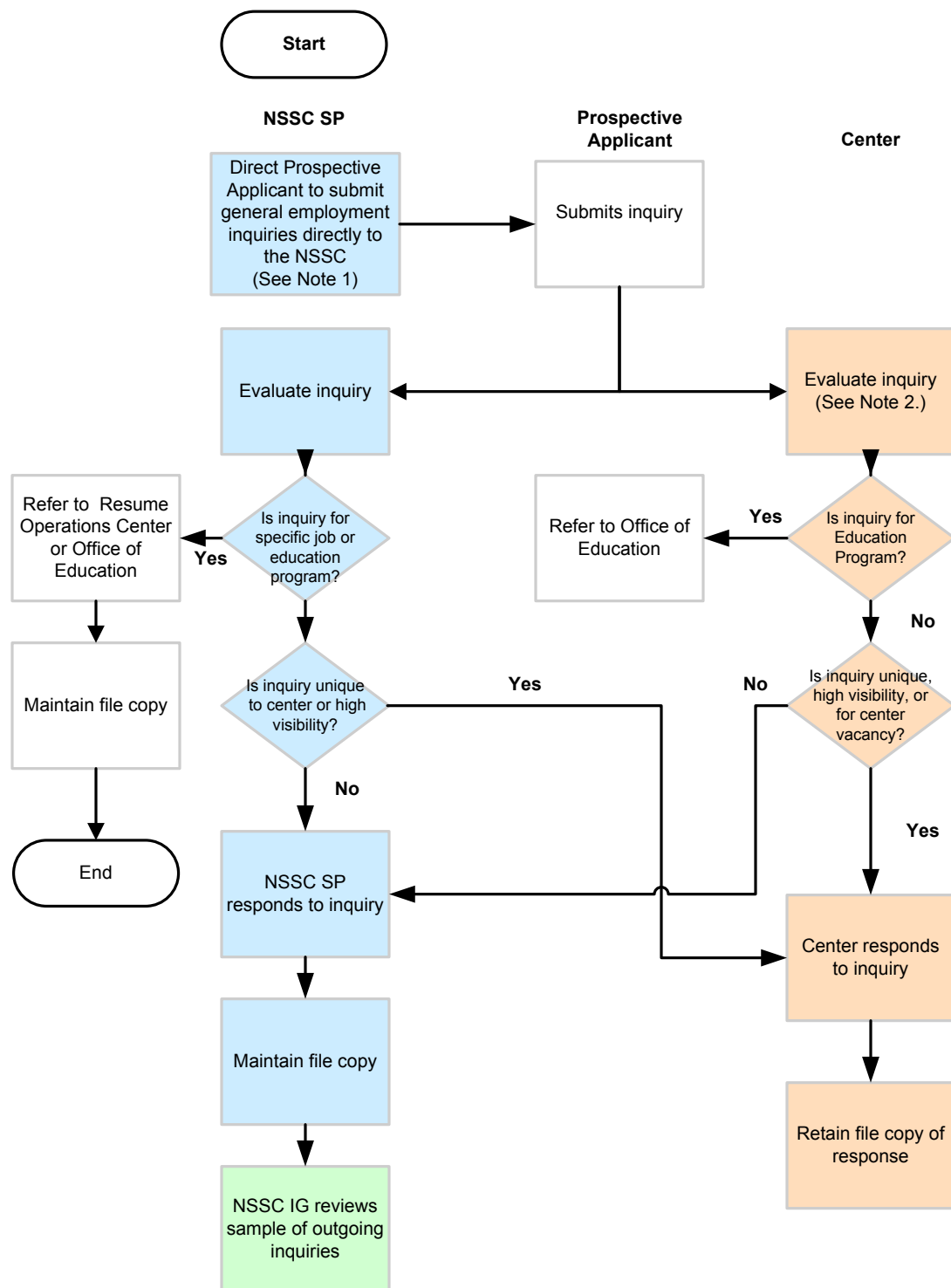
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## Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

## Appendix X

### General Employment Inquiries Process



#### Note 1:

Info should direct potential applicants to submit inquiries directly to NSSC, via customer contact center (CCC). Public driven to NSSC - Centers should receive few inquiries. NSSC will publicize on the web site and other places that general employment inquiries are to be submitted to NSSC, and enable receipt of those inquiries.

Inquiry may be received in multiple formats. Format:

- Hard Copy
- Email
- Fax
- Phone

#### Note 2:

Although NSSC will drive prospective applicants to submit general employment inquiries to NSSC, some persons will continue to submit directly to Centers. Centers will forward such inquiries to NSSC for response.